

# WAHYU RAMADHAN JANUARIZAL

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Store Manager with 5+ years of experience in the retail industry. Proven track record of increasing sales, reducing costs, and improving customer satisfaction. Seeking a career change to Web Developer to utilize my skills in problem-solving, critical thinking, and attention to detail.

## Work Experiences

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### CV. Biensi Fesyenindo - Bandung

Feb 2018 - Jul 2023

#### Store Manager

One of biggest retail fashion industry in indonesia, managing brand 3Second, Greenlight, Famo, Moutley, FMC, and many more

- Lead store in surabaya city
- Increased customer satisfaction ratings by 5%.
- Train sales promotion, resulting in a 10% improvement in customer service scores.
- Led a team of 8 employees to achieve record sales.
- Successfully achieved monthly target 500 million Rupiah
- Resolved customer complaints in a timely and efficient manner.
- Created a positive and productive work environment.

### Nimco - Malang

Jun 2017 - Feb 2018

#### Sales Promotion Boy

Fashion Retail in Solo, Indonesia

- Received positive feedback from customers and management for my knowledge of fashion and my ability to help customers find the perfect outfit.
- Demonstrated strong communication and interpersonal skills, both with customers and with other employees.
- Exceeded expectations in all areas of responsibility, including customer service, sales, and visual merchandising.

### Inspired27 - Malang, Indonesia

Aug 2016 - May 2017

#### Sales Promotion Boy

Young Fashion Retail in Malang, Indonesia

- Received positive feedback from customers and management for my knowledge of fashion and my ability to help customers find the perfect outfit.
- Demonstrated strong communication and interpersonal skills, both with customers and with other employees.
- Consistently met or exceeded sales goals, even during slow seasons.

## Education Level

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### SMA Negeri 2 Malang - Malang, Indonesia

Jul 2013 - Jul 2016

High School Diploma in, 8.40/10.00

## Organisational Experience

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### Malang Super Moshpit - Malang, Indonesia

Jan 2015 - Present

#### Event Organizer

Malang Super Moshpit is a local music collective based in Malang, Indonesia

- Host regular concerts and events: Malang Super Moshpit hosts regular concerts and events featuring local bands. These events are a great way for bands to showcase their music and connect with fans.
- Promote local bands: Malang Super Moshpit promotes local bands through its website, social media, and other channels. This helps to raise awareness of the bands and their music.
- Provide resources to musicians: Malang Super Moshpit provides resources to musicians, such as rehearsal space and help with booking gigs. This helps to make it easier for musicians to create and perform their music.
- Create a community: Malang Super Moshpit creates a community for musicians and music fans. This helps to foster a sense of support and collaboration among the people involved in the local music scene.

## Skills, Achievements & Other Experience

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- **Soft Skills:** Communication, Leadership, Problem-solving, Decision-making, Time management, Organization, Customer service, Teamwork, Adaptability
- **Hard Skills:** HTML, CSS, Next JS
- **Certificate** (2016): TOEFL 530